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To enrich lives through effective and caring service.



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August 16, 2007

To: Each Supervisor

From: Dave Lambertson 
Director

Subject: **AMENDMENT OF INFORMATION TECHNOLOGY SUPPORT
SERVICES MASTER AGREEMENT (ITSSMA) WORK ORDER
N06-0170**

This is to notify you of ISD's intent to amend ITSSMA Work Order N06-0170 with Unified Technical, Inc. to increase the amount by \$147,000 for a maximum Work Order amount of \$446,999 and to extend the Work Order term through March 31, 2008. In accordance with ITSSMA guidelines Board notification is required for all projects that will exceed \$300,000.

BACKGROUND

ISD is responsible for maintaining over 600 Internet servers that host critical County applications. In order to reduce the cost of purchasing and maintaining these servers, a project is currently under way to virtualize a majority of these servers. Virtualization allows the County to run multiple virtual operating systems in isolation, side-by-side on the same physical machine. The subject Work Order provides a VMware Certified Professional to implement this virtualization by configuring and rolling out these virtual machines. This physical-to-virtual migration of legacy servers allows the County to consolidate hardware, network, power, and physical resources at the Downey and Santa Ana Local Recovery Data Centers.

SCOPE OF WORK

Under the direction of an ISD Project Manager, the consultant working under this Work Order on a time and materials basis performs the following specific services:

- Collaborates with various teams to configure Volume/LUN Access and Security.
- Collaborates with ISD project teams to configure Network interfaces.
- Collaborates with the MCD project teams to configure the Storage Frames storage array.
- Verifies Host-to-SAN-to-Storage connectivity between ESX hosts and SAN.
- Installs, configures, tests, and implements storage components for use with EMC AutoStart.

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- Installs, configures, troubleshoots, monitors, and manages ESX hosts, VMware VirtualCenter, VMware P2V systems.
- Migrates physical Windows servers to Virtual Servers using P2V.
- Installs, configures, troubleshoots, monitors, and administers Virtual Machines under ESX Server including clustering between ESX Server and Virtual Machines.
- Configures SNMP event forwarding for the VirtualCenter to CIC mtrapd probe.
- Develops and documents operating and maintenance procedures for the VMware environment and provides knowledge transfer to MCD staff.

JUSTIFICATION

The skill sets provided by this consultant is critical to the ongoing server consolidation effort by ISD. County staff is not available to provide these essential functions and future demands will be met by positions added to the FY 07/08 budget.

FISCAL IMPACT

The consultant's hourly rate for the Work Order extension will remain the same. Funding is allocated in the ISD Services and Supplies Budget for fiscal year 2007-2008. Costs are recovered through chargeback for computer server administration services to County departments. There is no impact on net County costs.

NOTIFICATION TIMELINE

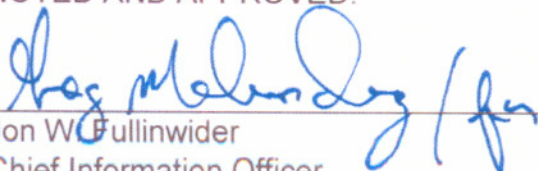
Consistent with ITSSMA policies and procedures, we are informing your Board of our intention to extend the term of this Work Order and increase funds. In two weeks time, we will proceed with the amendment.

If there are any questions or comments, your staff may contact me or Richard Sanchez, General Manager, Information Technology Services, at (562) 940 -2901.

DL:DC:jr

c: Chief Executive Officer
Executive Office, Board of Supervisors
Lisa Nunez

NOTED AND APPROVED:



Jon W. Fullinwider
Chief Information Officer